



VYVE BROADBAND JOB DESCRIPTION

Broadband Technician IV-V (BT IV-V)

Vyve Broadband, founded in 2012, is an innovative company serving largely non-urban communities in eight states, including Oklahoma, Texas, Arkansas, Kansas, Louisiana, Tennessee, Georgia and Wyoming. A technology leader in the cable and broadband sectors, Vyve Broadband offers an extensive range of broadband, fiber connectivity, cable television and voice services for commercial and residential customers. Vyve was formed as a platform to provide the very best next-generation services and features available, along with a sector-leading customer experience. Residential services include high-speed Internet with speeds up to 1 Gig, all-digital, high-definition video and fully featured digital voice. Vyve Business Services include optical Ethernet, PRI and hosted voice services for the business community.

JOB SUMMARY

Under the general supervision, responsible for preventive and/or demand maintenance and repair of the hybrid fiber coax network (HFC) including all of its associated equipment in accordance with the company's Engineering Standards. Perform maintenance while providing technical support for the Broadband Technicians (BT) on resolution of service related problems. On-call rotation required.

ESSENTIAL FUNCTIONS OF THE POSITION

- Must be able to perform the duties of BT-I, II and III and IV
- Troubleshoot and repair basic distribution problems associated with RF, AC, DC portions of the forward and reverse plant
- Troubleshoot and repair basic problems associated with the optical portion of the forward and return plant
- Perform routine node optimization, balancing, aligning, and adjustment of components and equipment used to amplify and process signals
- On a regular basis test all HFC network components using test equipment including but not limited to signal level meters, volt-ohm meters, spectrum analyzers, optical power meter, leakage detector, OTDR and other related test equipment. Record and update documentation, compare findings in the field with existing documentation and adjust and repair accordingly
- Perform routine maintenance on standby power supplies in accordance with the preventative maintenance program and update all associated documentation
- Monitor, record, and repair signal leakage
- Comply with regulatory requirements. Compile data for inclusion in FCC and other regulatory reports

- Maintain accurate records including time worked, daily logs, gas sheets, as required; properly record all required information on data devices and/or work orders, surveys, referrals, etc.
- Operate communications device in accordance with company policies
- Communicate with appropriate departments to update progress during outage restoration and maintenance activities
- Operate Company vehicle in a safe and responsible manner. Clean, maintain, stock and secure assigned vehicle and equipment, in accordance with company policies
- Read and accurately interpret system/network design maps and simple schematics
- Adhere to industry specific, local, state and federal regulations, as applicable
- Know, understand and follow company policy
- Actively and consistently support all efforts to simplify and enhance the customer experience
- Perform other duties as needed or assigned to meet customer expectations

PREFERRED QUALIFICATIONS

Skills/Abilities and Knowledge

- Advanced understanding of IP networks
- Moderate understanding of HFC networks and optical design
- Ability to read, write and speak the English language to communicate with employees, customers, suppliers, in person, on the phone, and by written communications in a clear, straight-forward, and professional manner
- Ability to work independently
- Ability to prioritize and organize effectively
- Knowledge of basic mathematics and electronics
- Ability to safely use weight-bearing equipment (such as gaffs, safety harness and ladders) within the maximum weight limitations of that equipment
- Ability to accurately measure distances, using tapes or other measuring devices
- Ability to carry, climb and operate extension ladder, (approx. 32 ft high and 90 pounds)
- Ability to climb poles using gaffs, hooks and climbing belt as needed
- Ability to differentiate between different sizes and colors of wires
- Ability to dig in all types of soil to bury cable
- Ability to make cable connections in tight spaces by bending, reaching, twisting
- Ability to operate appropriate computer or test equipment associated with position
- Ability to perform job from high places (i.e. poles and roofs)
- Ability to use hand tools
- Ability to walk over all types of terrain in all kinds of weather while carrying tools and equipment, including gaffs, ladders, and fully loaded tool belts
- Ability to work while standing 50 - 70% of the time
- Ability to work with small components and wires to make cable connections
- Ability to splice coax and fiber optic cable
- Ability to use personal computer and software applications
- Knowledge of company products and services
- Knowledge of HFC plant construction

Education

High school Diploma or equivalent work experience

Related Work Experience

6 months+ Broadband Technician III or equivalent work experience

Certifications and/or Licenses

- BT-IV certification or equivalent work experience
- Industry and vendor specific certifications and training (NCTI, SCTE)
- Valid driver's licenses with satisfactory driving record within Company required standards

WORKING CONDITIONS

- Work indoors in confined space, poorly ventilated areas such as attics, basements and/or crawlspaces
- Exposure to dust, dirt, noise, insects, rodents, pets, and cleaning solutions
- Work outdoors in all kinds of weather and at all times of the day or night
- Work performed near power lines and electricity
- Work performed at various heights above ground on telephone/power poles
- Work and travel in inclement weather

WE PROUDLY OFFER:

- **a friendly and fun work environment**
- **communication and training**
- **great benefits package**
- **courtesy cable (in our markets)**
- **a culture that encourages growth**

Vyve Broadband is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, handicap, disability, marital status, veteran status, reserve or National Guard status, or any other status protected by applicable law.